

# MichelinB2B National Account Delivery Receipts Quick Reference Guide

This document serves as a quick reference guide to demonstrate how to use the key functions of the Michelin eBusiness 'Process Claims' module for National Account and/or Truck Associate Dealer (TAD)\*\*\* Delivery Receipts.

The form or work order used for the claim must include all required information for the account being billed.

Enter User ID and Password and click to Login to www.Michelinb2b.com site.



Click on EBUSINESS tab to display menu options



### Processing a Claim

Claims are created from "Delivery Receipt" (DR) forms or Work Orders.

Click 'Process Claims' in the EBusiness Menu on the left; the claims menu will be displayed.



## National Account Delivery Receipts

Click on the 'National Account' menu option. The National Account Delivery Receipts header screen appears.

MICHELIN	Michelin Dealer   Welcome to Michel	in B2B Portal	g Out Saach
A Justice any forward	You have (5) new alerts   User)	O MICHELINCUSTOWER   Bill To, 1254991   Ship To, 1254992   MICHELIN DEALER	
	HOME EBUSINESS PRODUCTS &	TOOLS & NEWS, PROGRAMS & TRAINING DEALER ADMIN	
eBusiness + Process Claims +	National Account		21 February 2018
w eBusiness			
eBusiness Updates	BIB NET	NOTHELIN DEALER	
eBusiness Alerts	Continue		
View Your Statement	National Account Delivery Rec	eipts	
F Process Orders	Dealer Ship-To: 1254692 - MICHELIN	CEALER SC Y	
Check Product     Availability	Dealer Ship To #1234692 Addressi	MICHELIN DIALER DIE HKY SOUTH , SREENVILLE , SC28692	
Process BIB Express	If you do not know the NA ship-to, pres	s continue to find an account or select one from the list	
orders	Escently Used National Accounts	V Naintenance	
Availability	National Account Fleet Ship To #1		
Process Claims	Address To avoid credit reversal, correct Nation Listing.	al Account Fleet Ship To # must be entered or selected from Recently Used National Account	
View Claims In Process	DR Form Number:*	National Account Stock Orders* Choose Yes or No V	
National Account			
Car Dealer Sales	1		
Military Exchange			
Government Sales Support			
Car Dealer Returns			

To designate the National Account / TAD customer Ship-To number, enter / select only one of the following options:

- Select the National Account / TAD site from the Recently Used National Accounts drop down menu.
- Enter the Ship-To Account number in the National Account Customer Ship-To # field.

Leave this field blank if account number not known. Continue to the DR Form Number field.

\*\*\* Please Note: Only dealers participating in the TAD program are eligible to bill TAD accounts.\*\*\*

Enter a seven (7) digit Form #. If the number is not 7 digits, fill with preceding zeros as in the following example: 00#####.

The National Account Stock Order requires a "yes" or "no" selection. Examples: If the National Account / TAD Customer purchased tires for their stock/inventory, Select Yes. If the tires were installed or services performed on a vehicle/trailer, Select No.

Click Continue at the top of the screen.

Note: If none of the options to designate a specified customer were used, the Account Directory Search window will appear to help search for the Ship-To name and number.

MICHELIN	Providence in the second second	-			104 -
	man Income a Party of	TOTALE ACATE			
iters + Protociaette +	Second Account				\$1000 PT
Concession (Concession)	DID NET				
And and a state of the state of	Inanth Gam	4	_		
Very Test Instances	Ministration of the local division of the				
Precess Cribers	Appendix	R marts .			
Check Promot		D BATH			
and the second se	Access Support			T make with	
Onlers	1741			C Contains -	
and the Caproon	(Parto)	dama liter			
and day	Factories				
Photoes Califor	14				
Fine Claims in Process	Part/Hat				

# The Account Directory Search Window

The Default Search Type is by Ship-To; however, searches can be done at a Bill- To level OR by using a National Account / TAD account number.

Suggested Search Criteria:

- Type the first (1) character of the Account name
- Type the first (1) character of the City.
- Choose the abbreviation for the State from drop down listing.

Search text is not case sensitive. The Zip Code is not needed unless the search needs to be more specific.

Click Search at the top of the screen. (Search results will be displayed)



Click on the name of customer to display a list of Ship-To locations to match specified criteria.

#### Account(s) Data Window

Click on 'DR' in the Sel column to select the National Account / TAD Ship-To and return to the Delivery Receipt – National Account screen.

5 A .		Michelin De	aler   Welcome to Micr	relin B2B Portal	ALCONT OF		100 C			
A better way forward		You have a second se	we (0) new alerts!		TOMER   BILLO 12546	1   Ship To: 125493				
			PRODUCTS	& TOOLS & INE	VS. PROGRAMS &					
	(	HOME EBU	ISINESS PRICES	SERVICES PR	DMOTIONS TR	AINING				
usiness Process Claims	- Hati	ional Accou	int							
eBusiness	Utili	ty	PENSKE TRUCK LEA	SING B	NL MD					
Business Updates	dox	emment	PENSKE TRUCK LEA	SING B	AL MD					
Pueinose Alorte	Pag	e)	1 × of 1							
Duraness Antis										
E View Your Statement	Note	n1								
	1. A	A "y" shown in the Customer Special Instructions or Credit columns indicates that additional information is required or credit								
Process Orders		and in and								
Process Orders	appr	roval is neo	ot is assued out, play	in contact Michalio	Customer Repute for I	wither assistance				
E Process Orders Check Product Availability	аррі 2. 18 3. с	roval is nee I the account	nt is graved out, plea to the NAFA Service	ise contact Michelin s/Repair column to	Customer Service for I view customer specific	urther assistance service price infor	nation.			
Check Product Availability	Appr 2. H 3. C 4. A	roval is need the account lick on <u>Mor</u> "Y" shown i	eccary nt is grayed out, plea g in the NAPA Service in the FLT APP colum	ise contact Michelin is/Repair column to n indicates that sub	Customer Service for I view customer specific mitted daims(DR.DG.J	urther assistance service price inforr IU) vill be sent to t	nation. he Fleet for Ap	oproval		
Process Orders     Check Product     Availability     Process Claims	арря 2. 18 3. С 4. А	roval is need I the account Rok on <u>Mor</u> ."" shown i	seccery nt is grayed out, plea g in the NAPA Service in the FLT APP colum	ise contact Michelin is/Repair column to n indicates that sub	Customer Service for I view customer specific mitted claims(DR.DG.)	urther assistance service price inform U) vill be sent to t	nation. he Fleet for Ap	oproval		
<ul> <li>Process Orders</li> <li>Check Product Availability</li> <li>Process Claims</li> <li>View Claims In Process</li> </ul>	appi 2. II 3. C 4. A	roval is neo I the accou lick on <u>Nor</u> "Y" shown i rold credit	Deceary It is grayed out, plea In the NAPA Service in the PLT APP column reversal, correct flee B 87 - 827 for another	ise contact Michelin is/Repair column to n indicates that sub it ablp-to must be s	Customer Service for I view customer specific mitted claims(DR.DG.J elected. If correct fle	urther assistance service price inform PU) vill be sent to t at location can not	nation. he Fleet for Ap <b>be found plea</b> i	oproval se contact Cue	tome	
Process Orders     Check Product     Availability     Process Claims     View Claims in Process     National Account	appi 2. II 3. C 4. A To av	roval is neo I the accou I dk on <u>Nor</u> 'Y" shown i yold credit ice at 1-80	Sectary nt is grayed out, plea main the NAPA Service in the PLT APP colum reversal, correct flac 0-847-8475 for assis	ise contact Michelin is/Repair column to n indicates that sub stahip-to must be s tance	Customer Service for view customer specifi mitted claims(DR.DG.) elected. If correct fle	urther assistance service price inforr PU) vill be sent to t at location can not	nation. he Fleet for Ap be found plea	oproval se contact Cuo	tome	-
Process Orders     Check Product     Availability     Process Claims     View Claims In Process     National Account     Car Dealer Sales	Appr 2. II 3. C 4. A To av	roval is need the account lick on <u>New</u> "?" shown i yold credit: ise at 1-80 Ship-Te	Secary nt is grayed out, plea m the NAPA Service in the FLT APP colum reversal, correct flee 0-647-0475 for assis	ise contact Michelin is/Repair column to n indicates that sub it ship-to must be s tance	Customer Service for I view customer specifi mitted claims(DR.DG.) elected. If correct fle	urther assistance service price infor PU) vill be sent to t stlocation can not	netion. he Fleet for Ap be found pleas	oproval se contact Cuo Customer	tome	-
Process Orders     Check Product Availability     Process Claims     View Claims in Process     National Account     Cat Dealer Sales     Military Exchange	Appr 2- II 3- C 4- A To ex-	roval is neo I the account lick on <u>Her</u> "1" shown i wold credit ice at 1-80 Ship-To Namber	Account Name	ise contact Michelin is/Repair column to n indicates that sub at ship-to must be s tance	Customer Service for I view customer specifi mitted claims(DR.DG.J alacted. If correct fle Bill-To Name	urther assistance service price inforr PD) vill be sent to t at location can not Bill-To Address	netion. he Fleet for Ap be found pleas NAPA Services/ Repairs	oproval se contect Cuo Customer Special Trebuctions	Cod	Fit App
Process Orders     Check Product     Availability     Process Claims     View Claims In Process     National Account     Cat Dealer Sales     Military Exchange     Government Sales	appe 2. II 3. C 4. A To av Servi Servi DB	noval is need the account indices on <u>Mor</u> "?" shown i rold credit: ite at 1-80 Ship-To Namber 1257516	Account Name PERSKE TRUCK	se contact Michelin is/Repair column to in indicates that sub it ship-to must be s table Ship-To Address 3206 HARMONDS	Customer Service for 1 view customer specifi mitted daims(DR.DG.J elected. If correct fle Bill-To Name PENSKE TRUCK	urther assistance service price lefor U) vill be sent to t stlocation can not Bill-To Address Po Box 563	nation. he Fleet for Ap be found pleas NAFA Services/ Nara	contect Cue Customer Special Incluctione	Cod N	Fit App N
Process Orders     Check Product     Availability     Process Claims     View Claims in Process     National Account     Cat Dealer Safes     Military Exchange     Government Sales     Support	appp 2. II 3. C 4. A To av Servi Servi DB	roval is need the account of the acc	Version of the second out, please of the NAFA Service of the PLT APP column revenues, connect field 9-847-8475 for easily Account Name PRINKS TRUCK, LEASING CO., LP, 1327516	se contact Michelin is/Repair column to n indicates that sub statice Ship-To Address 3206 HAMMONDS FERRY RD BALTIMORE , MD	Customer Service for 1 view customer specifi mitted daims(DR.DG.J elected. If correct fle NIII-To Name PENSKE TRUCK LEASING CO., L.P.	wither assistance service price infor PU) vill be sent to t attocation can not mill-To Address PO BOX 563 READING , PA 19603	nation. he Flast for Ap be found pleas NAFA Services / Services / Mare	Customer Special Inclusioner Rev. 12/10/00	Cod N	Fit App N
<ul> <li>Process Orders</li> <li>Clicick Product</li> <li>Availability</li> <li>Process Claims</li> <li>View Claims In Process</li> <li>National Account</li> <li>Cat Dealer Returns</li> <li>Cat Dealer Returns</li> </ul>	approved a series of the serie	roval is need the account lick on <u>Mar</u> "r" shown i roid credit: the at 1-80 Ship-To Namber 1257516	Deceary nt is graved out, pleas g in the NOPA Served in the FLT APP column revenand, correct files <b>8</b> -847-8475 for about <b>Account Name</b> PENSIKE TRUCK LEASING CO., L.P. 1327516	Ship-To Address Ship-To Address Ship-To Address Ship-To Address Sign HAMMONDS BALTIMORE, MD 22227	Customer Service for 1 vier customer specifi mitted daimz(DR.DG.J elected, If correct fle Bill-To Name PERSKI TRUCK LEASING CO., LP.	wither assistance service price infor PD will be sent to t at location can not Bill-To Address PC BOX 563 PC BOX 563 PC BOX 563 PC BOX 563	netion. he Fleet for Ap be found pleas NAFA Services/ Repairs Mare	Contract Con Contract Con Special Instructions X Rev. 12/10/08	Ced N	Fit App N
Process Orders     Crack Product     Availability     Process Claims     View Claims in Process     National Account     Car Dealer Sales     Mittary Exchange     Gevernment Sales     Support     Car Dealer Returns     Casing Management	appr 2. 11 3. C 4. A 500 500 08 08	roval is neo F the account lick on <u>Mar</u> "r" shown i rold credit ise at 1-80 Ship-To Namber 1257516 1257518	Account Name PENSIST FUCK	Se contact Michelin (x/Repair column to n indicates that sub it ship-to must be s lance Ship-To Address 3206 HARMONDS FRRY, RD BALTIMORE, MD 21227 S NASHUA CT SANSHUA CT	Customer Bervice for 1 view customer specifi mitted daims(DR.D.0.3 elected. If correct fle Bill-To Name PERSKE TRUCK LEASING CO., L.P. EPSNSE TRUCK	unther assistance service price inform U) vill be sent to t at location can not Bill To Address PO Box 563 READING, PA 19600 PO Box 563 READING, PA	netion. he Fleet for Ap be found pleas NAFA Services/ Repairs Mars	Customer Special Thefructions Rev. 12/10/00	Cod N	Fit App N
<ul> <li>Process Orders</li> <li>Process Orders</li> <li>Chack Podet</li> <li>Avatability</li> <li>Process Claims</li> <li>View Claims In Process</li> <li>Hational Account</li> <li>Car Dealer Sales</li> <li>Mittary Exchange</li> <li>Government Sales</li> <li>Support</li> <li>Cari Dealer Roturns</li> <li>Carig Management</li> <li>Program</li> </ul>	appr 2, 11 3, C 4, A 5 5 5 6 0 8 0 8 0 8 0 8 0 8 0 8 0 8 0 8 0 8 0	roval is need fithe account fick on <u>Mar</u> "r" shown i rold credit ise at 1-80 Ship-To Namber 1257516 1257518	Account Name Property Control of the Served In the FLT APP column reversal, correct files Petro Server Server Account Name Property TRUCK Lassing Co., L.P. 1357516 Presset TRUCK Lassing Co., L.P. 1357516 Presset TRUCK	Ship-To Address Ship-To Addres	Customer Bervice for 1 view customer specifi mitted daims(DR.Dd.J elected. If correct fle Bill-To Name PERSKE TRUCK LEASING CO., L.P. PERSKE TRUCK LEASING CO., L.P.	unther assistance service price inforr (U) vill be sent to t at location can not PO BOX 563 READING , PA 19600 PO BOX 563 READING , PA	nation. he Fleet for Ap be found pleas NAPA Services / Repairs Mars Mars	contact Cus contact Cus Customer Special Instructions X Rev. 12/10/00 Y Rev. 12/10/00	Cod N	Fit App N
Process Orders     Cinck Produkt     Availability     Process Claims     Wow Claims In Process     Rational Account     Car Dealer Sales     Mitrary Excloange     Government Sales     Support     Car Dealer Returns     Caning Management     Program.	Approved a second secon	roval is need f the account fick on <u>Mar</u> "r" shown i road credit ise at 1-80 Ship-To Namiber 1257516 1257518 1260477	Deceasy It is grayed out, plea is the RATA Service is the RLT APP column reversal, correct flea 6437 5475 (or assiste PEREXE TRUCK LL257516 C., LP PEREXE TRUCK LL257516 C., LP PEREXE TRUCK LL25195 C., LP	res contact Michelin s/Repair solumn to n Indicates that sub t ship-to must be a tence ship-to Address Ship-to Address	Customer Service for view customer specifi mitted daims(DR.00.3 elected. If correct fle Bill-To Name PERSON TRUCK LEASING CO., LP. PERSON TRUCK LEASING CO., LP. PERSON TRUCK LEASING CO., LP.	unher assistance service price infor UU) vill be sent to t et location can not READING, PA 19602 PO 80X 563 READING, PA 19602 PO 80X 563 READING, PA	nation. he Fleet for Ap be found please Nare More More More	Customer Special Networks X Rev. 12/10/08 X Rev. 12/10/08	Cod N N N	rit App N N

Note: Once a claim has been submitted, the Account will be added to the 'Most Recently Used National Accounts' drop down list on the header page for future use.

#### **Delivery Receipts-National Accounts Form**

Notice the National Account / TAD Ship-To information has been populated based on selection from account directory.



Note: Shaded fields (also denoted by \* value) are considered required fields and must be populated.

MICHELIN	Mohelin Dealer   Visicome to N	Ichely 500 Porta			Ergent
a party say haven	You have (5) new alerts 1 1	NO MOREMENTORY   TRITE 125401   SNOT	1254692   MICHELIN DEALER		
	HOME COUSINESS PRICES	15.4 TOOLS & NEWS PROGRAMS & SERVICES PROMOTIONS TRAINING	NEW MICHELIN DEALER ADMIN REPORTS		
	the second s	A Support ( And and A store )	and a second		
an - contraint - s	KEILINE AUGUNEE				21 Petersary
Dusiness					
Austress Updates		CUSTOMER SPECIAL INSTRUCT	IONS Rev. 11/05/2012		
mainess Alerts	IIIFLEET CAR	D# REQUIRED = PHH SERVICE CA	RD MAINT NUMBER THA	T BEGINS WITH	
Verw Yoor Statement	005(14 DIG	TS) OR 599(10 DIGITS). FOR CO-	BRANDED CARDS, VOYA	GER & WRIGHT	
Descare Caters	EXPRESS N	DIBLASE OPDER PE	S ACCT AND WILL BE CH		
	*RED C	ARD: IF UNDER CARD LIMIT USE "	BC00000' FOR POR: IF C	OVER CARD	
Availability					
Process BIB Express					
Orders	OR Form Number	DR0221001	Oate Delivered(HHDOYY):*		
tock BID Express railebility	Associate Dealer Number		Associate Dealer Name:		
Process Claims	Michelin ONCall Case #			5	
View Claims In	Servicing Location:*	Please Select location of Service M			
Process	Taxing:*	Select Transaction Tax Type	Dealer Work Order #		
National Account	Zip Code, State	- Select.City			
Car Dealer Sales	Course of		PO (Courses & shallowing the		
Military Eachange	Mahirin (Main B		Polycoupler research to C. and		
Government Sales	reacting over a		Fleet/Credit Card Member		
Sepport	Received by I*		Name:"		
Car Dealer Returns	(1st & last 4 digits):		Credit Card Expr Date	MM V COV V	
Casing Management	Fleet card #1*		Fleet/Yerminal Location #		
	VIN #1*		Vehicle Year		
5x0-0x44	and the second se		Madel		
Military Returns	Make				
Military Returns	Make Odometer Reading:*		Release #		

The Customer Special Instructions area is designed to help fill out the required fields (shaded) for each customer.

For Example: VIN #'s are 17 characters long but for this customer only the last 8 are required.

Note: May need to scroll within the special instructions box to view all instructions.

- The date delivered field requires only six (6) numbers, for Example: November 10, 2017 = 111017
- 2. Enter Associate Dealer Number if applicable.
- 3. Enter Michelin ONCall Case # if applicable.
- 4. Select a Servicing Location from the drop list provided to indicate WHERE the purchase/ service took place.
- 5. Taxing has a drop list with three (3) choices. Note: Taxing selection will be based on where the work was done and/or tires picked up or delivered.
  - a) Tires/Services delivered to National Account / TAD location.
  - b) Tires/Services picked up from the Dealer location.
  - c) Neither of the above choices.
- 6. Fill in all remaining required fields.

Note: If the National Account is set up as a Credit Card participant, only the following information will be allowed.

Credit Card data entered must match data stored by the National Account / TAD in Michelin's 'Credit Card Management' application. The national account/TAD will need to provide this information.

- Enter Credit Card Holder Name.
- Enter 1st and last 4 digits of Credit Card Number.
- Enter Credit Card Expiration Date.

DR Form Number	DR0221003	Date Delivered(MMDDYY):*	022118
Associate Dealer Number		Associate Dealer Name:	
Michelin ONCall Case #			
Servicing Location:*	Dealer Location		
Taxing:*	2. Tires picked up from dealer 🗸 🗸	Dealer Work Order #	
Zip Code, State	, <u>Select City</u>		
Coupon #		PO/Coupon Authorized By	
Vehicle/Unit #:*		National Account P.O. #:*	
Received By :*		Fleet/Credit Card Member Name:*	
Credit Card# (1st & last 4 digits):*		Credit Card Expr Date:*	MM V CCYY V
Fleet card #		Fleet/Terminal Location #	
VIN #		Vehicle Year	
Make		Model	
Odometer Reading		Release #	
Terminal/Contract #		License#, State/Province	
Comments			0

\*\*Note: The menu choice "Save No Edit" is used if any required information is missing or invalid. This choice will continue to the detail page; however, the claim cannot be submitted when "Save No Edit" has been selected. An error message will appear "Please modify header information first for this claim."

7. Once all required values have been completed, click Detail to save, edit and move to the 'Delivery Receipt Details' screen.

\*\*NOTE: Access may vary across Customers and Countries

### **Delivery Receipt Details**

1. Enter Qty and MSPN (catalog #'s) fields. RELMSPN is only required if G7874 for retread products is used. Lines containing tires (MSPNs and certain NIMSPNs) will have an additional line containing dropdown options for specific tire data: Wheel Position, Removal Reason, Tire Disposition, and a field for Remaining Tread Depth. If any of these elements are required for the National Account the label will be highlighted and have the \*. Due to the one to one relationship of these elements and a specific tire, whenever a selection/entry is made the line must contain a quantity of 1.

To copy a line on a claim, place a check in the SEL column and Click Copy Line at the top of the screen. The new line will show on the next available line.

To delete a line from a claim, place a check in the SEL column and Click Delete at the top of the screen.

Note: If more lines are needed after completing the first "Detail" page, Click More Lines for a second page.

Page:	1 ♥ of 1 To avoid Credit Reversal, all items entered must be pre-approved by the Fleet.							
Sel	Qty	MSPN	RELMSPN	Description	Price	Ext. Price	с	
	1	75997				\$0.00	<u>[N]</u>	
	Whit* LEFT FRONT OUTSIL V Rmvi Rsnt* SIDEWALL CUT/TOR V Tire Dispt* FLEET DRIVER V RTD1* 21							
	1	S0636				\$0.00	<u>[N]</u>	
_	1	G7874	06071			\$0.00	<u>EN1</u>	
	Whit* LEFT FRONT INSIDE Y Rmvl Rsn:* TIRE NOT REMOVED Y Tire Disp:* ON VEHICLE Y RTD:* 16							
	0					\$0.00	<u>[N]</u>	
	0					\$0.00	<u>EN1</u>	

#### Product Search

Click Product Search if the MSPN is not known. Select all of the following items:

- o Category
- o Brand
- o Rim Size
- o Section Width
- o Aspect Ratio

BIB NET See	rch for a Prod	uct.		
Inash				
Category		Brands		
PATERNAN	1	MICHELON	36	
Section Widths	Ang	eet Ratio	Plans Silvers	1
5.9		• •	13 W	

Click Search. A second Search window will appear. Click on the tread design to highlight and Click Search. A third search window will appear. Click on MSPN to highlight, then Click Select. The MSPN and description will appear on the detail page of the claim.

#### Service Code Search

Click Service List if the service code is not known.



Example:

- Click "Passenger Tire Tire Service" for the Service Price List to appear.
- Click in the SEL to select Service Codes to add to Detail Page. Up to 6 Codes may be selected at one time.
- Click Submit Selections to add codes to the Detail Page.

Note: If more codes are needed, select Service List and repeat above example.

Í	🗿 NAF	A SERVICE	S/REPAIRS - Microsoft Internet Explorer provided by Michelin,	N.A. Inc.	
	Bli	B NE	NAFA SERVICES/REPAIRS		^
	*Prices MSPN PQL-Pri LCP-Loo Submit	displayed r 's with no li ce Quoted cal Compet	represent the current Michelin National Account Listed Price, isted price, indicates that pricing for this item is PQL/LCP. Locally titue Pricing		
	Sel	Code	Description	Price	
		S0102	PASS ROTATE-QTY=#TIRES ROTATED	\$4.00	
		S0161	\$3.50		
		S0183	P METRIC TIRE BALANCE	\$11.00	~
	E			Trusted site	es ";

2. Click Save or Continue.

Save will display descriptions, prices and any error messages relating to the items entered. If a price does not populate at this time, the service code is PQL (Price quoted locally) and will require a price to be keyed in the price column. IF changes are needed, they can be made at this time. Click Continue to continue processing claim. Continue will perform the same actions as Save; however, if changes are needed, Modify or Detail must be selected.

Note: If comments are required for a line item, click on the (N) in the far right column (C) to enter comments. Enter description of parts or labor. Click Save when done.



The following warning message appears for Credit Card claims; Click OK to continue.

Clicking submit on credit card transactions sends a request to the bank for authorization. Changes to credit card transactions would require canceling and re-entering claim, which would result in new second authorization to the bank. <u>Please carefully validate credit card</u> <u>transactions prior to submitting.</u>

Microso	ft Internet Explorer 🛛 🕅					
2	For claims processed using a credit card, Submit will lock the claim and not allow changes. Modifications require canceling the claim and re-entering					
	OK Cancel					

The Dealer Copy page will be displayed.

MICHELIN	Margin Crise   Webser In Thomas (Ch)	Partie	The state of the	English 1	100
	A Yes have (5) new worth ( ) the fo	N. H. HOUTSHEE, J. M. T S. S. S. MINN, PROCESS MILLY, PROMITIONS	nales in a sector solution	I MERINAL MUSIC AL INI	
Danimana - Mosana Chiena	- Inco Calma Joffressan			C. Brender J	
- effectives	School Dated Hoddle			7	-
education thedates	NADE Californiation - Natl Acct	1	-0-		
alleningen Aberte	and the second states and second states and	1.5			
- Vew You Statement	Contraction of the second second	NATON NO DIVISION			
Process Orders	<ul> <li>Mark with the period of the second of the sec</li></ul>	million.			
Clasck Product Avelability	TO AVOID INCOME REVIEWANT, ALL HERE O	STREELADS HAVE BE ARE			
Process Charge	Matalix Bath Arrans	Dealer	Conv		8
Many Changes in Processor	0.0. Buy a boos, managedia, 50	Stranger -	CHOICE THE		
National Account	Sagers and				
Car Deales Kales	Date of the second second second	Property in	THE REAL PROPERTY AND ADDRESS OF ADDRESS OF ADDRESS ADDRES		
Milliony Exchange		Address	ONE RAY SOUTH	http://witerio.com/com/com/com/	
Gevernment Rates	Instronal Account First Lotones	Madami	FIRE VENTICE MANAGEMENT	and the state of the state of the	
And the second s	Contraction of the second	Address	M.CORBETT (UTO/SR3)	Dity/Marke/Des Mo 21203	
Car the area for the set	Party & DRAB70343 Dates	11/10/2010			
Cashey Management Program	hervering taraftere Balanes Cooption Taraftere 2- Tried percent op				
Name and American	Haftered Assessed P.O. Pr 9000000	Received & sector			
Vou floet Access	(K)				00
Continue with the Class				🙆 😋 trated star	

Note: Please use this Confirmation page to verify the appropriate National Account has been selected and that all products and services entered are correct.

4. Click Submit. Claim will be sent to Michelin for processing OR if National Account serviced participates in the 'Approve Order Process' the following message will be displayed.

Microso	ft Internet Explorer	
?	This claim will be sent to the Fleet f	<sup>s</sup> or approval
	OK Cancel	

# Approve Order

Approve Orders is an electronic process that allows a National Account fleet to view the completed Delivery Receipt online after it is submitted.

The National Account can view the claim for completion and accuracy before invoicing. All transactions must be either approved or rejected by National Account within 3 business days or system will auto-approve and send to Michelin for processing. Status of Claims sent to Fleet for approval can be viewed from 'View Claims in Process'.



- Submitted Pending Claim has been completed and pending delivery to National Account for approval.
- Fleet Approval Pending Claim has been sent to National Account and is pending approval.
- Fleet Approved Fleet has approved the claim and it will be sent to Michelin for processing.
- Fleet Rejected DLR Rejected Claims will be sent back to the servicing dealer for correction. Requires dealer action.
- Fleet Rejected Michelin Claim has been rejected to Michelin for pricing errors. Requires action by Michelin Customer Service.

Claims Rejected to DLR requires dealer action. Notification of rejected claims will be sent as a portal alert, and/or email or fax. Alert messages are sent twice a day at 7 AM and 7 PM EST and will continue until all pending claims are completed.



To find the rejected claim, go to View Claims in Process, change the status to Fleet Rejected DLR and click Search. All rejected claims will be displayed.



Select claim to view by clicking in the circle in the 'Entry' column. Click Inquiry to view or Modify to make changes.

Click 'View History' to see the fleets requested modifications. A new comments box is available to send comments back to the fleet.

BIB NE	Т		Session Ship-1 MICHI	LIN DEALER	8 2
Save	Detail Save No Edits	View History	Cancel	COMMITTER OF	-
Claim	Receipte - Natl Acet History	1		×	-
eale ddm Dealer:	BIB NET	5/20/00 03:10	Claim History (Send For Fleet Approval)		
ation form Fleet: 3 ddg There a LEEP 2.	lae Customer Ph#s (688) 62 are 3 mounts/dismounts and	4-2638 05/20/ only 2 tires on	08 09:38 <b>(Fleet Rejected DLR)</b> this DR - Please change mount/dismount quantity t	•	
2R Fa Nasos		_		008	
inches Nerve co envice axide ip Ca	mment (100 chars. max) Dismounts changed to 2	1			
oupe		-			

After necessary modifications have been made 'Submit' will send the claim back to Fleet for Approval.

### Modifying a Claim

A non-credit card claim can be modified or canceled before 6PM Eastern Time on the same day it is entered.

- 1. Click Process Claims in the BIB NET menu.
- 2. Select View Claims in Process.

MICHELIN	Manufacture () Second and the Second	and Same ( Same ) and a second
Autors - Elenna Olden	Vice Dates in Process	
attenten til Baldet	DIB NET	
View Your Ordenand     Process Orden	Nobelin Hay False I (Note) Hann Yapan Asia References Al Sectors	Mathew 4.4 W
View Claims to Province - Robust Recent	Proper 1 Mill of 2 Network Mills To 2 Performance & Recharact Risks Maker Types (2010) 2010 (2010) (2010) (2010) (2010) (2010) (2010) (2010) 2010 (2010)	Harrison Bill (M. Grant Account formation Particle Contract Account of Accou
Hilling Colleman	C LINEL DEMANDE DUVISIONS RATES AND THE	(444) (4)(4474)(4 (444) (2)(461)(4)(4
Con Renders Holeson Contrag Honogrammed	C TERMS (manufactor allocations meaning second pro- TERMS (manufactor allocations) and second second pro- TERMS (manufactor allocations) and second second pro-	April 2002 Table 1
	C Lines entrete within the second test based as	Veren estatuete)

3. Select All from the Claim Type and Status drop list.

4. Type full "Reference #" Example: DR#######, DU######## or DG#######.
5. Click Search.

- 6. Click Modify to make the changes.
- 7. Click Detail.
- 8. Click Continue.
- 9. Click Submit.

Note: To Cancel a claim Click Cancel.

All DR's must be in "Submit" status by 6PM Eastern Time for same day processing.

#### \*\*Pending eFleet Claims

eFleet Claims are orders submitted by a Fleet directly to a dealers Claims in Process. An email or fax and a B2B portal alert will be sent to advise of pending eFleet orders. Click on portal alert notification



OR Click on eBusiness Alerts on left under eBusiness menu. Listing of alerts will be displayed. Click on BNU to display the details of the alert message to obtain the electronic order number.

		and the second sec	
and a subscription of the			Consider the
	Ad Reals		
anner Galatin	177FA30		
And in the second	Anna Manada	Red	
	The new Automatic St.	THE REAL PROPERTY AND DEAL	
And love Statuted	MAG TWO LOAN JUST COLUMNIA THE	21 4 50 A 100 10 PM LD1	
	The base post on standing	CONTRACTOR OF CONTRACTOR	
	Data	and an a second address	
Street Western	The same part of the second se		
and shall be	tins		
100 Aug. 100	the set of		
THE PERSON PERSON NAMES		And the second second second second	
	The Lot of		
of the locations.	THE DEPARTMENT.	and an end of the second second second	
and a	1944	L'erres desseager	
	Treatment of Ten mile (17		
And and a support			
few Classes in Personal	Berner Gener		
Annual According	Plattice dates		
	Their destronger in complicator later on Mile 4, 2008 C II	() (MA	
a finder hans			
e finale: Tales	(Bernahge)		
ine Finales Talles Milliog Exchange	The form has an advention to being also that a star	<ul> <li>CHEFTER Finance print practice UKT Coasts in Product ACCEPT Internation</li> </ul>	one this reduce of and frink has spentiture; plaque had
e finale: Talles Ming Colomp	Manadapi Takehow for memory to bitmen palactions: print He of Accessor response of 1 600 414 (200	مشيحات مردية بمليك « معنين كار الكامير بالم محمد ( 10 / 201	or William Constitute Advancements of Statistical
a finale fails	Manadati Tak Anadati na manadita Urbana pila tani ata Manadati na pila da ata 1000 (A.1200	<ul> <li>(REFERENCE) and a process of the second system of the s of the second system of the second system of</li></ul>	ar fill lifter Cata fine increasing that is fall
in finder falles Reing forberge Sammen falles Vigend	Manadapa Tana Apar Jan Manadapat Say Di Kong King Danis andar Ding Pilanangan Manadapat Di Kita (Ji 2008)	e (1907) 1993 Maana yn Ie ynae 1907 Mae'n Channe yn Prantae y Dermen Angenadau	ne fill littler finds filled ble sportfiller y littlered tall
in Taulor Talos Milay Escharge Instantial Value Ngarat In Taulor Talone	MacApacher weistent für Urberen sine Poer 1988 Ner officierten im Leiten (* 1880 4) 4 7000	e (1807-1803) filoare gele poe 888-987 Classic Infrance Groupe Standar	ne din inkar fina dan kepapatkang pinank tak
e Todas Tales Bing Facharap Ingent Salas Ingent a Tales Tales Salas Salas Salas	Manatan Manata	n (ARCINEE) haara ye beynan Merid (Kanan Armania Kerner, Internatio	er föllatter Essa förd börjapartnen plansk (af
ne Franke Calles Marco Cochange Instanting Cochange Salard Al Thomas Cochange Salard Salard Salard Marco Datasan	Marchan Carl and Andrew University and Carl and	e (MET CEUT Reaso près par BET Clare d'Annais d'Anne d'Annais	er för offer Cass fink körspacktorp plante fal
ne Broke Tako Milan Turkasa Isaanii Turkasa Alaanii Turkasa Alaanii Turkasa Alaanii Turkasa Alaanii Turkasa Yajata	Marchan (Constraint) a University Sectors of the Sector (Constraint) and the Sector (C	e (METERIE Roma per porten ETERIE - Sono e Sono e Sono e Sono de Sono de Sono e Sono e Sono de Sono de Sono de	ar fill offic fills for particip likes (al

Note: If you are a Bill-To user, you will receive alert notifications for all orders sent to all Ship-To locations. If you are a Ship-To user, you will only receive alerts for orders for your location.

To see the details for the order:

- 1. Click Process Claims to display Claims menu.
- 2. Click on View Claims in Process.

Antonia - Trainis Charter	- 10 -						and I accesso	ATE	
allingueses lightares		NET	utte tamid	a disasama	trui bosi		intents all		1
il Veni Veni Billerani Il Francisco (billera	in the second	te they be d	1 1254070 1412			au -	Planet Lines	-	
Auditory			-	-			and the second		
or Process Classes	-	1	14						
view Contra Information	-			Andered States	States Sygne	-	Non ter charter at	Associate Product #	
Rational Report	0	ACCOUNTS		#T-AM-TARK	Renorm Report 24	1000	Sea.044.0		
Carlineer have	0	1221422	********	AP/P34104	MODIFIC REPORT OF	Pipert.	D+100000		
Hillingtreinings	C	AZEEUU.	*******	1075573818	Here's Course In.	10.000	0.000.0000		
Constitutional Solice	0	4201033	8*2483432	11/06/2028	Manufal Assessed 245	See.	04.84193.04		
Tequet	=	artisba	4+++++++		Material Statistics (M	100001	042111805		
Car Double Robotes	0	APPENDIX		********	manufacture and and	(open	0.00412375		
Canden Monotormand Program	0	*******		********	Name of Assessed Date	1000	224111627		
Million Patrone	0	1221432	446774547	00,12/3409	Benarrowski Balsi Publich 195	dear	331274545		
	10	10100000	annabasia.	-enteriore -	Company and Apple Company of	100-00	intra seconde		-

Note: eFleet orders have a prefix of DRE, DUE (utility), or DGE (Government).

3. To view a particular order for printing, Click the button in the "Entry" column".

MICHELIN		Anna Lana	CT more about a			996 Y 1 1 1	den a Laurandez	nan	
unbern - Berner Libert	- thes	Clampt N. P.	DO NO.	_	-				-
- ADAMANTA	310	I NET			1-3		BALLINGTON DOUBLE		
-Enterie Godares	1	unit m	diffs lateur	f Buildy	ton tod				
advectories Atoritic	Ch	electron and all of the	HORSE						
in Mow York Stationeral	200	and the second second	- Williams		<u> </u>				
in Process Coders	of Bastern	Parente .					Habert Doort	10	
E Check Frontest	Ratur		-	31			P2.41		
E Pasiana Games	1	11.91	4.8						
View Claims In Process	Ealers	Side To P	Roference f	Balared Data	Gutes Tares	Itelas	848 107 Claim. #1	Association Disadare #	1.5
National Account	0	ALTIANS.	Arrent Makes	antin/anti-	managed montane joint	10000	ABAPTHESE *		
Car Dealer Sales	0	12111212	********	11/10/1010	Painted Assault 20	1445	\$10000000		
Milliony Exchange	0	114+112	PRAKENARS	11/41/2018	manural research 846	0449	AA-MARINET		
Generalization Subm	0	ACTACULE.	ST.MITTOR	01503110	Samural Avenue 34	See.	ACRESSES.		
Segurit	8	APTANES	EPALTONIA.		reproved research (int				
Cor Dealer Rettains	6	Littlerr	10.484703.34	11/15/2010	manufacture into	11227	6-20472424		
Caring Manapercent Program	0	LINKI SI	#1,#*e12123+	101002000	Amount Amount Inc.	1.44	810965353+		
Milliony Follow on	0.1	Autosta.	******	993709000	Breathroad Salar Respire 99	1000	444224547		
	100	LIBACKT.	Sourcesson and	Salessen in			Addinger.		

4. Click Print to display the "Electronic Order Copy".

and the second se				
THE PROPERTY OF A CARLES	A DAY, CHICKEN		CT WHEN BALM	
Bra Cater, & Ferrara				
ala NET			Contraction Contraction	
Robel Marks Enforce Process Encloses - Not Arch		-		÷.
falacts barts winning	Electron	ic Order Co	py	
ile bay alfille, thannafile, dif Anger Monty				
ander tings for an address to	Address	minuties and contract of the	(No. Nate ( Tor ( 1947) but, 50	
N-PL	Address	Address Addres	ICT - Key Tanker The College Call	
und An Mithial Openities	· · · · · · · · · · · · · · · · · · ·			
nerveting (uniphone sectority, first dis	Summer Put			
time of the life statements 1 1 2 2000 Statements 1 1 1 2000 State	et a constant for 15 7 mil Alfred	urbite arbite	Para Sala Para S	1,000
	Compared and an			

5. Print this screen using the "Print Icon" in your toolbar. This document can be used as the Delivery Receipt.

Note: The DRE order will remain in Claims In Process in "Open" status until delivery is made and the claim is completed in B2B.

The eFleet alert message will remain as a reminder there are "pending eFleet" orders. This

message will disappear when all orders have been submitted.

\*\*NOTE: Access may vary across Customers and Countries

#### Completing an eFleet Order

- 1. Click Process Claims to display Claims Menu.
- 2. Click View Claims in Process.
- 3. Select the eFleet order.
- 4. Click Modify.

Manana		-	Contribution of the		-	1		and a second sec	Analas   Line May   Loomed Ins   Long Day	Anger Light	-
-		-			( state branches at a la		and the second				1
Andres - DesealDere	· Des	Canta M.A	-								Accession ( Mar
- mene	7157	NET					General May 1	- 00	12		
and the second diversion of	-	ată Ro	the Carol	Inesta	that itsens	_	100000				
a line for land	-										
· Permit lamon	-	-				-	-				
E Check Proball	411	-				-					
W Transaction Concerns	-		e4								
	index.	-	-	Summer Party	Harm San	-		Assessed to Assess of			
Charlest State of State State			ana and	and a state of the	And a second sec	-	Contraction of the local division of the loc				
Present Clarge	1				Annual from state						
HER OPPOSITE PRODUCTS					Name of Academic Diff.						
Second Second	1.	aller if	-	and the state	Therein in America 200		Dest/Aven				
Carlboom Ages	12-	address.		na waterial	Deliveral Account (14	-	Desconda.	-			
William Tachange	100	Libneti	-	Same and	Second states burger? All	1000	-				
Summer Laws	0	CLIMEN.	distant and	STATISTICS.	Second stress Success 418	104	-				
Con Treated Referrers	1								- B-		
Casing Management											
Children Talvarren											
as the latest for the restore									2 family and the second second		+ 4,005

The National Account Delivery Receipt screen will be displayed.

MICHALIN	-			( 1999 ( 1999 ( 1997 ) 1999 ( 199	New of
stheress + Protection	· Incluing Attain				to be a set of the
	Collinery Receipt	Canad Acres			
	Annual Anna An Anna Annual Annual Para Annual Annual Para Annual Annual Anna Annual Annual Anna Annual Anna Anna		NORM THE CONTRACT OF SHEET		
· Parate Millerent	and and the second		And and Access that there is a second s		
Chara IIII Ligensis Researchery	party and the state		And a second design of the second sec		
In Process Cases	Automotive and address of	Pana Internation of Second In			
Sumple Access	Autor -	and press and the second secon	La palementa		
Car Dualital Station	Parties, 2107	in animation :			
Million Textboop			Property Section 1.		
Support Same	mainting (seek #		Baland Assess P.D. &		
Car Design Statement	1				
Carry Mercanit Property					
Millery Peterse					
Community Travel Traje				Traded star, Nonutal Ocda (M	14 - 14 - 14 DFS - +

5. A DR# needs to be assigned to this claim. If the printed DRE order is being used as the Delivery Receipt, for example: DRE007012, drop the E and add a zero (0) to make the following number: 0007012

- 6. Update the "Date Delivered" field.
- 7. Enter all other required fields.

8. Click Detail to see the "Detail Page". Verify this page.

9. Click Continue.

10. Click Submit to complete the claim.

For assistance with the MichelinB2B site, contact Michelin e-Business Help Desk (US) at 1-888-624-2638 /bibnet-help.csd@michelin.com or Michelin e-Business Help Desk (CA) at 1-877-924-2638 /bibnet.canada@michelin.com